

METHODS AND SYSTEMS FOR COMMUNICATIONS DEVICE

TROUBLESHOOTING

ABSTRACT

5 Methods and systems provide for the troubleshooting of communications devices that interconnect a personal computer or network of personal computers to a network of a service provider. The troubleshooting is provided through a computer application program that may troubleshoot various issues. Issues related to the personal computer and the connection from the computer to the communications device may be analyzed.

10 Additionally, the troubleshooting program may analyze issues related to the communications device and its connection to the service provider's network by the troubleshooting program interacting with a diagnostics program of the communications device and/or the network. The troubleshooting program may provide a graphical user interface to interact with the customer to allow the customer to step through the

15 troubleshooting process while the troubleshooting application program may display information acquired during the troubleshooting for the user and may store the troubleshooting information or forward it to the service provider through the network connection to a server when possible. The troubleshooting program enables this information to be provided to the service provider from the customer without requiring

20 the customer to be technically skilled and without requiring an on-site visit by a technician. Such information allows the service provider to provide guidance to the customer to complete the self-installation or self-repair process.